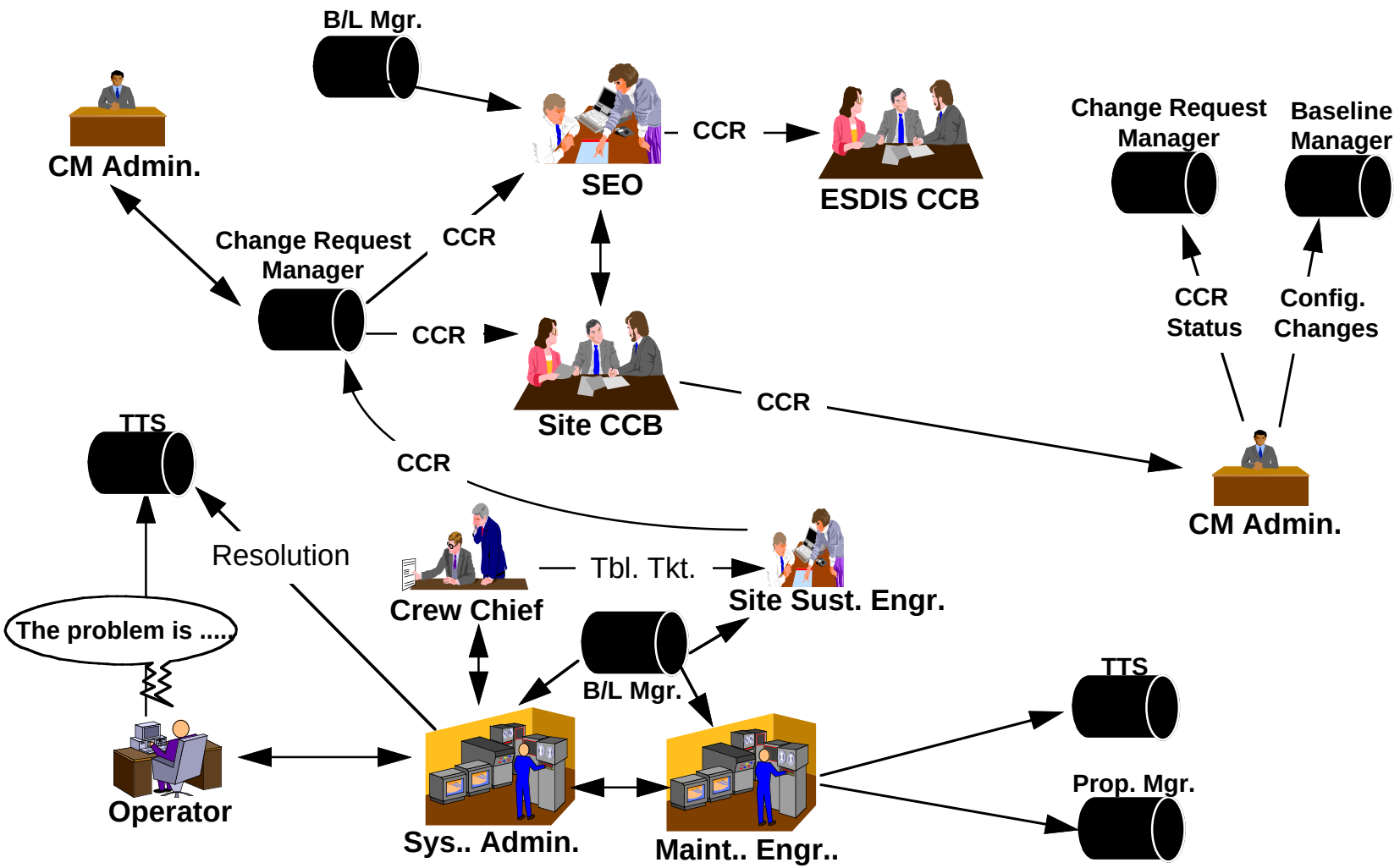
HW Emergency Change Scenario



HW Emergency Change Scenario

(Subsystem Involved: MSS)

Operator/User	System
Operator prepares Trouble Ticket to report ATL controller failure	Trouble Ticket recorded
Sys. Admin. and Maint. Engr. confirm ATL controller failure, call ATL maintenance vendor, report call and time in Trouble Ticket	Diagnosis and vendor call recorded in Trouble Ticket
Maintenance vendor isolates failure to the controller card. Later version card is the only card available	
Crew Chief notified of situation and decision needed to bring ATL up to full operating capability. Approves use of the newer version card, records decision in Tbl. Tkt., forwards Tbl. Tkt. to Sust. Engr.	
Maintenance vendor installs card, tests using HW diagnostics. Crew chief authorizes controller to be brought back on line.	
Maint. Engr. records card installation by model/version into the Trouble Ticket.	Trouble Ticket action recorded
Sust. Engr. reads Tbl. Tkt. and prepares for discussion at 8:30 meeting. Generates CCR.	Install action recorded in CCR. CCR routed to the CM Admin.
CM Admin. updates site baseline, forwards the CCR to the CCB, and , when CCB approves the action, closes the CCR	Site ATL baseline updated in B/L Mgr. CCR closed.
SEO reviews emergency CCR, checks for applicability to other sites, opens new CCR if other sites require change	